

ABSTRACT OF THE DISCLOSURE

A system and method for dynamically providing information to an administrator of a computing environment such as an administrator of a network system that is relevant to a particular problem event. This information includes contextual instructions and
5 diagnostic data that will assist the network administrator in the analysis of the problem event. Generally, the invention automatically obtains from relevant computing environment entities pertinent information likely to be necessary to troubleshoot the particular problem event. The context-sensitive information is presented dynamically on a display for consideration and interaction by the network administrator. Specifically, the
10 invention includes a database of executable troubleshooting (TS) profiles each specifically designed for a particular type of problem event. Each such TS profile references one or more troubleshooting data miner modules included in a library of such modules that accesses particular hardware or software entities in the network system for particular information. When a TS profile is invoked to assist a network administrator
15 troubleshoot a particular type of problem event, the referenced data miner modules are executed and generate or cause the generator of troubleshooting instructions and diagnostic data which is then displayed to the network administrator.